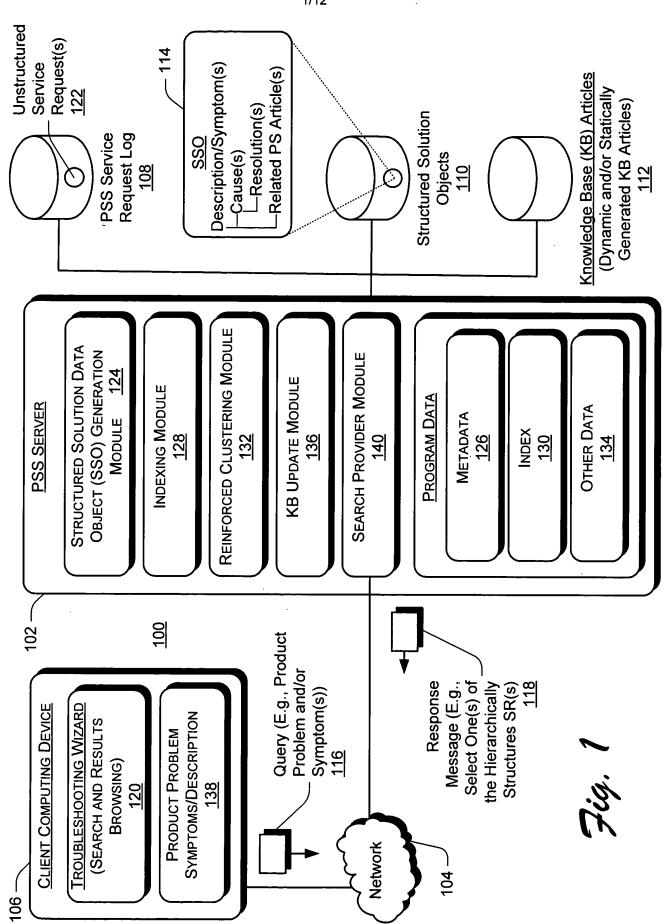
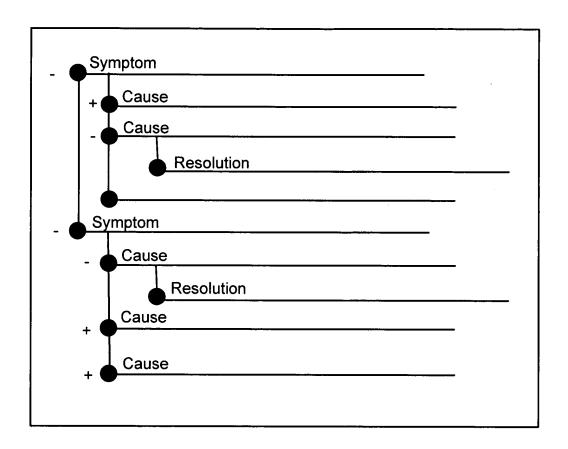
DOCKET No. MS1-1892US TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT INVENTORS: ZENG ET AL. 1/12

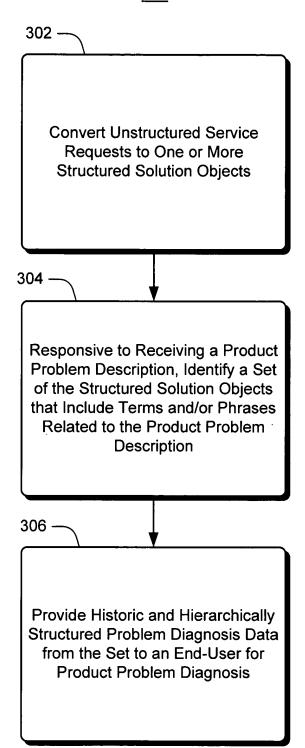


<u>200</u>



DOCKET NO: MS1-1892US
TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT
INVENTORS: ZENG ET AL.
3/12

<u>300</u>



<u>400</u>

Communicate a Search Request to a Product Support Server, wherein the Search Request includes a Product Problem Description

404 -

402 -

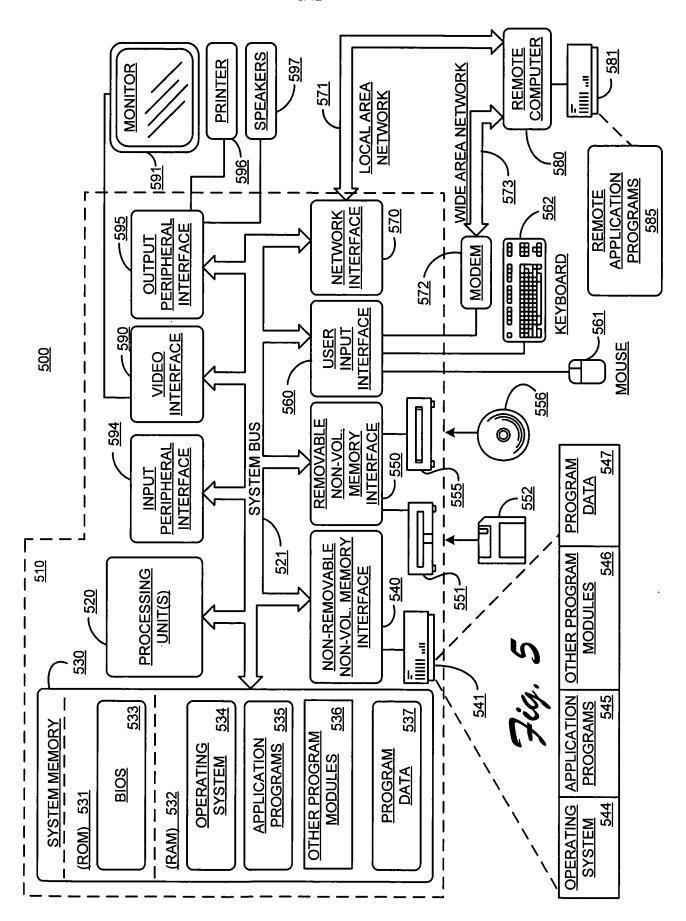
Responsive to Receiving a
Response to the Search Request,
Presenting, by a Troubleshooting
Wizard

Historical and Hierarchically Structured Problem Diagnosis Data Addressing the Product Problem Description from the Response

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5/12

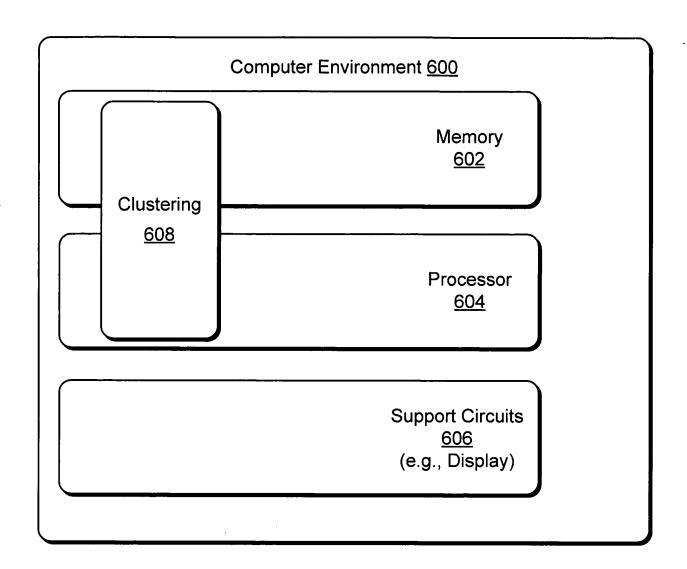


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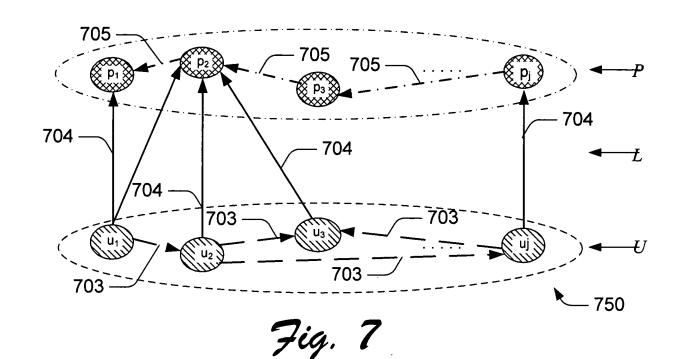
TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT

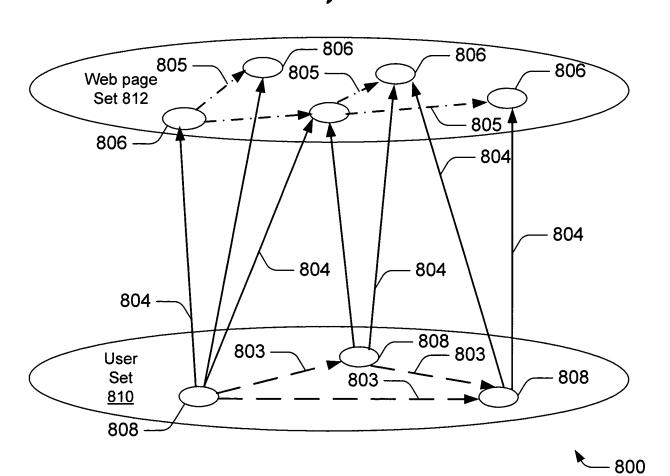
INVENTORS: ZENG ET AL.

6/12



DOCKET NO. MS1-1892US TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT INVENTORS: ZENG ET AL. 7/12





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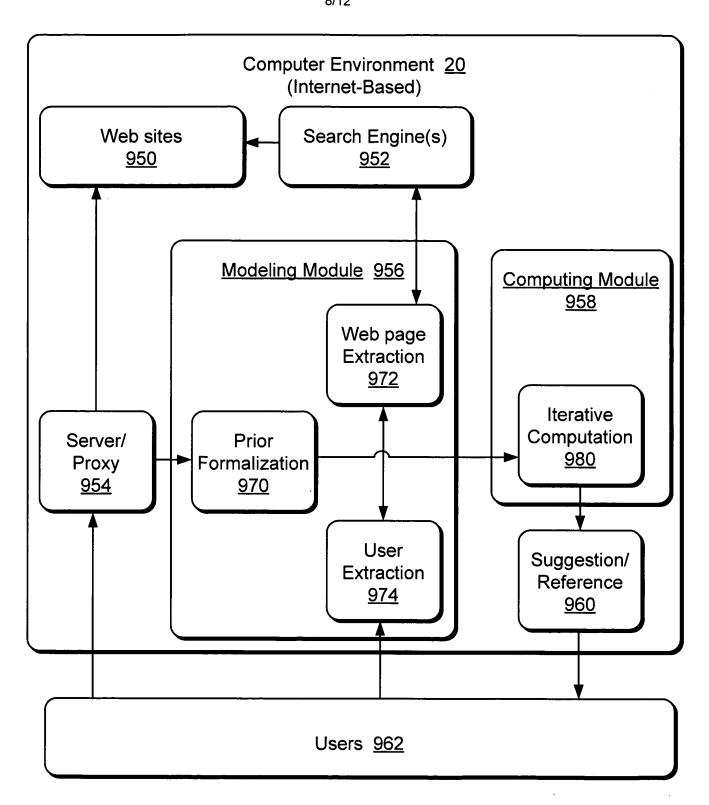
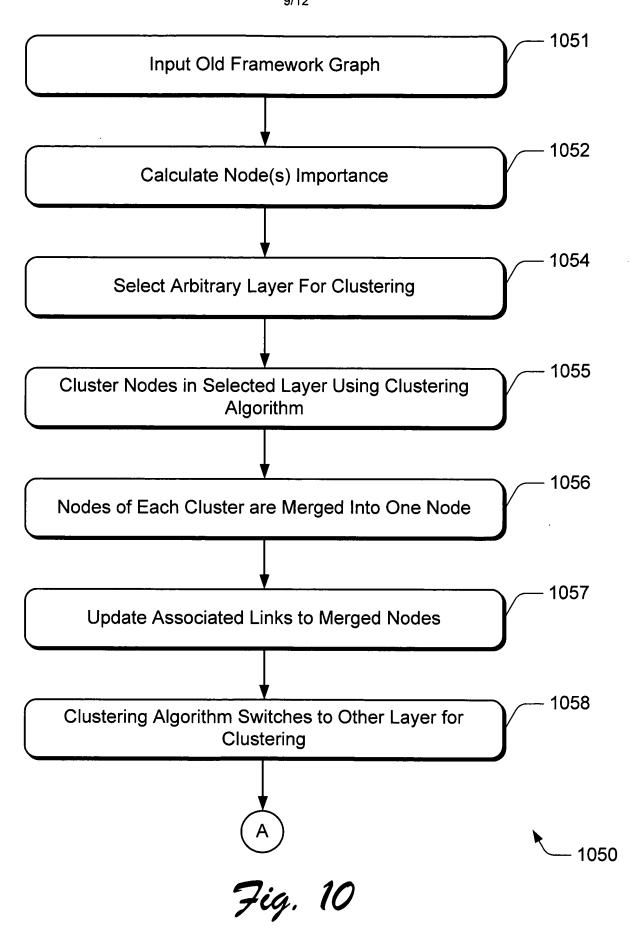
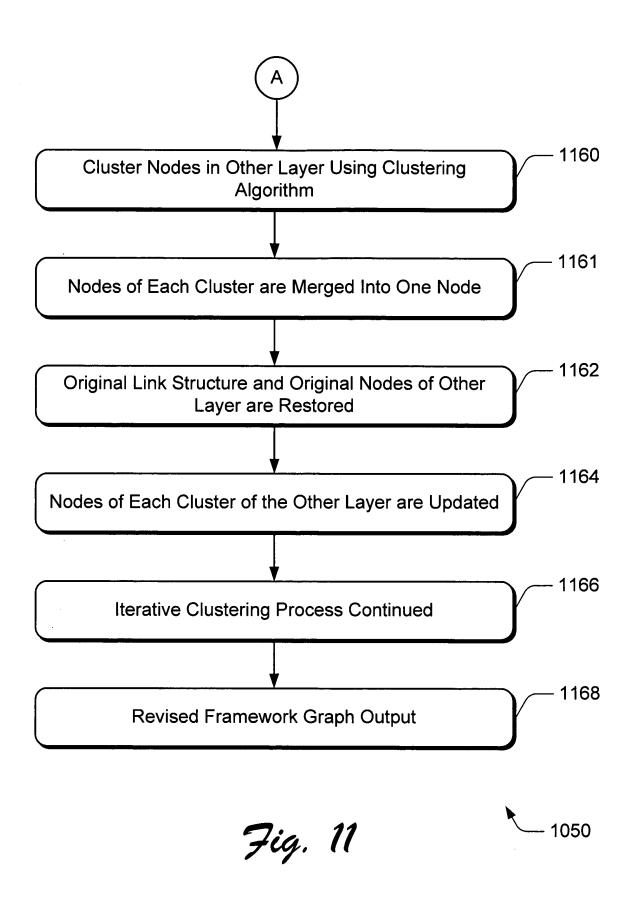


Fig. 9

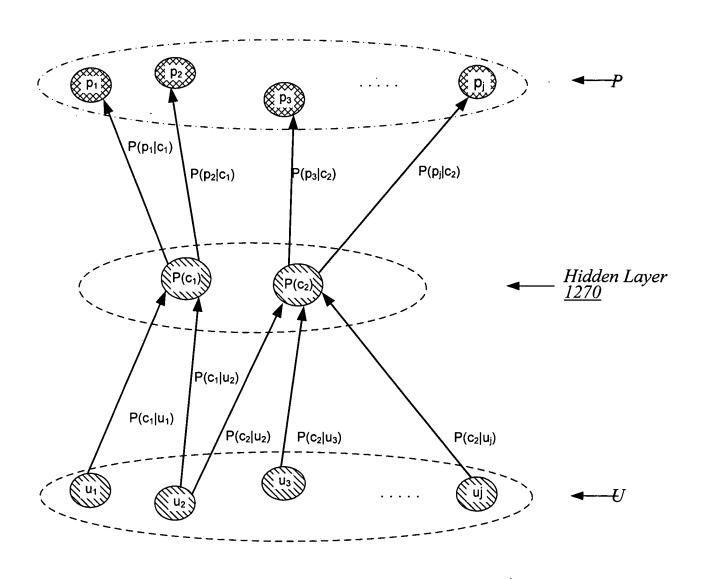
DOCKET NO. MS1-1892US TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT INVENTORS: ZENG ET AL. 9/12



DOCKET NO. MS1-1892US TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT INVENTORS: ZENG ET AL. 10/12



DOCKET NO. MS1-1892US TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT INVENTORS: ZENG ET AL. 11/12



750

DOCKET NO. MS1-1892US TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT INVENTORS: ZENG ET AL. 12/12

